



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title: Welcome Caseworker

Delegated Authority: Level 7

Team: Tenancy Sustainment Team (TST North)

Responsible to: Client Journey and Quality Assurance Team Manager

Responsible for: N/A

Job purpose

Welcome Caseworkers will be the first point of contact for clients who are referred into the TST service. Caseworkers are responsible for leading on a strength-based Welcome assessment of clients' needs, of onboarding clients who meet the TST service criteria by identifying present and underlying health and support needs, and considering alternative referral pathways where appropriate in meeting a Clients' needs

TST clients are expected to transition to alternative provision within two years of support of in a Clearing House tenancy, so an important part of the role is creating appropriate move-on plans with clients at the start of their support journey with TST. Welcome Caseworkers will also support clients to move in and settle into their Clearing House accommodation, setting up clients' homes according to predefined TST standards, and ensuring initial client engagement with key services. Once onboarded, Welcome Caseworkers will be responsible for leading on handover to a Locality Caseworker for further support, ensuring a smooth and effective transition for clients within the TST service.

Welcome Caseworkers will join a new team within TST focussed on evaluating, reviewing and improving service delivery to TST Clients. Caseworkers will have an opportunity to shape innovative, co-produced support delivery by contributing towards ongoing reflection and evaluation of Welcome policies, procedures and practices in the service, changing ways in which Welcome Support is delivered where this will be beneficial to Clients.

Key accountabilities

Assessment and Case Work

- To conduct strengths-based Welcome Interviews with prospective clients using a range of specialist assessment and personalised support planning tools.
- To co-produce initial support, safety and move-on plans with prospective and new clients, and to engage clients in the assessment and support planning process.
- To record and update SHP's Inform database with relevant information, including contact with and about clients, and ensure Inform records adequately represent clients' Physical Health, Mental Health and support needs.
- To assess client risk and develop risk management strategies with the client, housing provider, and other services delivering mutual support.
- To assist clients in making successful claims for welfare benefits, including Housing Benefit / Universal Credit, Council Tax Support where necessary, and ensure that they are maximising their income.
- To work with a range of agencies to ensure all clients have access to relevant statutory and non-statutory services.
- To work with TST's Move On Team to communicate and clarify expectations around Move On to prospective and new clients and to support clients to agree an initial move on plan.
- To identify relevant specialist support through individual needs assessment and action planning; working with the wider TST support team to identify when specialist resources from other teams or services would be beneficial for the client.
- To develop specialist knowledge in line with identified specialist role and support the wider team, acting as a point of reference and expert knowledge.
- To accompany clients in person to assessments, viewings and sign ups with housing providers, and to accompany clients to other visits and other services where appropriate.
- To identify and assess current and underlying or unmet physical and mental health needs for prospective and new clients, supporting clients to access and engage with health services to better manage their health and wellbeing.
- To build positive relationships to provide high level support and care to those with underlying health needs. Aiming to improve client understanding and access to the care they need and to enable them to engage and maintain treatment with healthcare.
- To advocate for the health needs of individuals and to identify and record any recurring service or system-level barriers that are preventing access to health care for clients.

Duty Worker Role

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- To be duty lead within a rota, including dealing with the referral inbox, phones, post, and all other duty enquiries.
 - To deal with the immediate support needs of clients as appropriate, providing crisis intervention where necessary.
 - To support colleagues in diffusing difficult or dangerous situations and to summon outside assistance when necessary.
 - To be supportive of your colleagues including during times of crisis.

Case Review

- Arranging and carrying out Welcome case reviews, at times with other services, after a client has moved into a Clearing House tenancy. Reviews are client led and should predominately take place in the community.
- To complete full new needs assessments following case review including distance travelled points for each need, highlighting support actions to take forward.
- To carry a changing caseload including prospective and new clients.

Action Planning

- In partnership with the client and any significant others involved in their support, the caseworker will translate assessed need into action plans that are SMART and promote progression through the pathway.

Quality Assurance and Service Evaluation

- To assist the Client Journey & Quality Assurance Team Manager in capturing feedback from TST clients and other stakeholders through use of Surveys, calls, visits and other methods, to contribute towards continuous service improvement through evaluation and reflection on feedback received.
- To contribute towards continuous service improvement and evolving practice by participating in meetings, communities of practice, action learning sets and other forums to review, reflect and propose changes to TST policies, procedures and practices, where this will be beneficial to clients and other stakeholders.
- To contribute towards TST strategic approaches towards Health Inclusion, Move On, and other areas of casework and support for clients.

Financial and Administrative Duties

- To keep accurate daily records of client welfare budgets and other project monies.
- To maintain a high standard of record keeping including recording outcomes achieved for funding purposes and keep all financial and administrative systems up-to-date and in line with policy.

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- To ensure that all written work both for internal and external use is of a high standard.
 - To participate in taking Housing Benefit / Universal Credit forms directly to the housing benefit / DWP office or upload online as needed.

Information Management and Data Security

- Ensure that all recording processes are followed with regards to the referral process. In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the Inform database.
- To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.
- Comply with organisational requirements to protect personal and confidential information, supporting the management of information security risks.

Partnership Working

- To work in partnership with other SHP Departments and external community agencies in order that client needs are assessed and can be met.
- To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these departments should include Quality, HR, ETE and Finance.
- To work in partnership with SHP staff including team managers and senior caseworkers in the delivery of support.
- To work in partnership with Trainees, Student Social Workers and volunteers to support their continued development in the team and service.

Social Inclusion

- To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.
- To work with volunteers and peer mentors to promote community engagement and social inclusion.
- To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.
- To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

Client use of time

- Work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment and action plans. Also, to ensure clients are assisted to access such activities internally/ externally.

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- Take part in organising, facilitating and delivering activities, drop-in sessions or groups in response to identified client needs or as part of a project wide programme of group work.
 - To support clients that are ready to move into work, education, or training by assisting them to access suitable courses or placements.

Health and Safety

- To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work. To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire Safety are followed.
- Attend relevant training and seek specialist advice as necessary to meet responsibilities.

Safeguarding Children and Vulnerable Adults

- Committed and fulfil duties to safeguard children and vulnerable adults in line with SHP policies.
- Report and action safeguarding concerns for children and adults at potential or actual risk of harm and neglect in line with SHP Policies and relevant legislation.

Teamwork/ Personal development

- To be flexible, to share skills and knowledge and support colleagues.
- To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- To take personal responsibility for own ongoing development and learning.

General/Other

- Proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.
- Undertake any other duties compatible with the level and nature of the post as required by more senior members of staff.
- Demonstrate an understanding of and commitment to diversity & equality.
- Be willing to work outside of normal office hours occasionally (time off in lieu will be granted)
- Be flexible in response to changing organisational requirements.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- In-depth understanding of client needs assessment, onboarding processes, and move-on planning.
- A knowledge of, and willingness to learn, about common health issues & the barriers to health access that people experiencing homelessness may encounter.
- Understanding of how to capture and record data to track client progress, outcomes, and service performance.
- Wide-ranging knowledge of housing pathways and Move-on routes for people moving from housing with support to independence (hostels, Private Rented Sector, and social housing) ; and of access to alternative provision (e.g. Supported Housing pathways, emergency accommodation.)
- A knowledge of, and willingness to learn, about physical and mental health pathways & access to alternative provisions.
- A demonstrable level of experience and understanding of the range of approaches appropriate to working with any of the following needs: Mental and Physical health & wellbeing, Current drug and / or alcohol use, Safeguarding and Risk Management / Safety planning, Social Inclusion, Financial Inclusion, Tenancy related support e.g. Managing Bills / Debts / Arrears, Anti-Social Behaviour.

Skills and Abilities

- An enthusiasm and well-developed skill for placing people we support at the heart of service delivery and in co-producing support and safety plans and goals with clients.
- Ability to use a range of personalised assessment and support planning tool and approaches, including motivational interviewing, strengths based and trauma informed support interventions, to deliver best practice initial assessments and casework to clients.
- Ability to deliver successful move in and resettlement support to enable clients to settle into and manage their own tenancy, to predefined SHP standards.
- The ability to motivate people to move towards an appropriate level of independence and inclusion.
- Ability to reflect on own and service's performance and ability to change own or service's approach to service and support delivery where this will be beneficial to clients.

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- Ability to effectively liaise with a range of service providers and agencies in order to establish or improve services for clients.
 - Ability to be self-motivating and work under pressure, manage time effectively, prioritise tasks appropriately and produce work of a high standard.